

## Whilst you are waiting for support

We know that waiting for support is difficult. While waiting for support to begin, lives inevitably change and you might find yourself needing some more immediate interim support.

We have listed below some resources you can use in an emergency or whilst you wait for your support at the Anna Freud Centre to begin.

If you are in urgent need of help or are worried that you cannot keep yourself or someone else safe, please access the emergency contacts below.

### Who to contact in an emergency:

- **Contact your GP**  
GP's will often have emergency appointment slots available for patients who are in crisis, who may be feeling suicidal or feeling that they may hurt themselves.
- **Call NHS 111 or speak to your local NHS Mental Health Helpline.**  
You can find your local Helpline via their [website](#) where you can find confidential 24-hour advice and support
- **Attend your local A&E Department or call 999**  
If you are worried that you or someone else is at immediate or serious risk visit your local A&E department or call 999. A&E will have Psychiatrists/mental health nurses there ready to help and support you.

## Helplines and Listening Services



**NHS urgent mental health support webpages** has advice about what to do in a mental health emergency, including details of the Local NHS Mental Health Helpline and links to other helpful resources.

**Website:** <http://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/where-to-get-urgent-help-for-mental-health/>

**Samaritans** offer confidential non-judgemental emotional support for people who are experiencing feelings of distress or despair, including those which could lead to suicide.



**Telephone:** 116 123 (operates 24/7)

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org) (responds within 24 hours)

**Website:** [www.samaritans.org/how-we-can-help/contact-samaritan/](http://www.samaritans.org/how-we-can-help/contact-samaritan/)



**Saneline** offers specialist emotional support and information to anyone affected by mental health difficulties, including family, friends and carers.

**Telephone:** 0300 304 7000 (4.30pm–10.30pm every day)

**Website:** [www.sane.org.uk](http://www.sane.org.uk)



**SHOUT** offers support if you are struggling to cope and need to talk. Trained Shout Volunteers are available day or night. Shout 85258 is a free, confidential, anonymous text support service.

**Free Text service:** 85258 (operates 24/7)

**Website:** <https://www.annafreud.org/on-my-mind/afc-crisis-messenger/>



**National Suicide Prevention Helpline UK** offers a supportive listening service to anyone with thoughts of suicide.

**Telephone:** 0800 689 5652 (operates 24/7).

**Website:** [www.spbristol.org/NSPHUK](http://www.spbristol.org/NSPHUK)



**Switchboard** If you identify as gay, lesbian or bisexual, transgender you can call Switchboard the number below. Phone operators all self-define as LGBT+.

**Telephone:** 0300 330 0630 (10am–10pm every day)

**Email:** [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt)

**Website (webchat):** [www.switchboard.lgbt/](http://www.switchboard.lgbt/)

## Other useful resources

**NHS Mental Health Support:** [www.nhs.uk/oneyou/every-mind-matters/](http://www.nhs.uk/oneyou/every-mind-matters/)

**Youth Wellbeing Directory:** [www.annafreud.org/on-my-mind/youth-wellbeing/](http://www.annafreud.org/on-my-mind/youth-wellbeing/)

**Young Minds Helpline:** [www.youngminds.org.uk/contact-us/](http://www.youngminds.org.uk/contact-us/)

**The Mix** <https://www.themix.org.uk/>